DEEPAK MUKHERJEE

Address for Correspondence:
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Personal Details:

Date of Birth: 3rd Aug 1984
Gender: Male

Nationality: Indian

Marital Status: Married

Father: Late Shri Maan Singh

Passport Details:

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Objective

To create value in work place through dedication, honesty, synchronize ideas to latest trends and develop a systematic and efficient work culture.

Academic Record

- High School from CBSE, (2002).
- Intermediate from CBSE, (2004).
- BSC.IT from Global University (Correspondence).

Extra-Curricular Qualification

- 7 months in computer hardware and networking.
- M.C.P. certified.

Technical expertise

- Switching {VLAN, VTP, STP, ACL}
- Desktop & Laptop Hardware & Software Troubleshooting.
- Windows Registry Modification.
- Work on L2 & L3 Switch.

Work Experience

➢ **Working with Hilton Group (Hilton Garden Inn-Lucknow) from 23rd September 2020 to till date as Assistant Manager-IT.**

- Heading hotel's IT Department.
- Vendor Management & Budgeting.
- Successfully driving E-Invoicing in the hotel (First project in Hilton India)
- Creating and maintaining a SOX AUDIT compliance environment inthe Hotel.
- Installation & Configuration of all software (SUN, CHECKSCM, MICROS, ONQ PMS, Vingcard) application as per Hilton Standards.
- Managing & supporting hotel in day to day operations.
- Creating & Maintaining a proper domain environment & to ensure proper function of the same.
- Setting up & Maintaining PABX Telephone exchange server for the property.
- Ensure Backup of all the Servers & Users on Daily, Monthly, Quarterly & Yearly Basis
- Ensuring all IT equipment is covered under Annual Maintenance Contract with Hilton globally / regionally approved vendors / suppliers.
- Ensuring all systems are kept up-to-date with security and update patches as per Hilton standards.

➢ **Worked with Hilton Group (Hilton Shillim Estate Retreat & Spa) from 27th Dec 2018 to 16th September'2020 as Senior Executive-IT.**

- Installation & Configuration of all software (SUN, CHECKSCM, MICROS, ONQ PMS, Vingcard) application as per Hilton Standards.

- Managing & supporting hotel in day to day operations.

- Maintaining a record of all the application contracts & software licenses.

- Deciding & giving rights to users for different Applications.

- Creating & Maintaining a proper domain environment & to ensure proper function of the same.

- Setting up & Maintaining PABX Telephone exchange server for the property.

- Assigning the extension no. to the admin as well as Guest Villas telephone lines.

- Ensure Backup of all the Servers & Users on Daily, Monthly, Quarterly & Yearly Basis

- Maintaining all hardware installed at the site.

- Creating and maintaining a SOX compliant environment in the Hotel.

- Ensuring all IT equipment is covered under Annual Maintenance Contract with Hilton globally / regionally approved vendors / suppliers.

- Ensuring all systems are kept up-to-date with security and update patches as per Hilton standards.

➢ **Worked with Accor Group (Pullman-Novotel Delhi Aerocity) from Feb 2017 to Dec 2018 as IT Associate.**

- Manage and troubleshoot of Point of Sale/WS4/KOT/SLIP Printer.

- Manage and troubleshoot of OPERA (PMS) v5.0.04.01.

- Backup of file server & applications with the help of Veritas backup Exec 2016.

- Managing servers through ILO.

- Memory dumps analysis.

- Managing file servers.

- Installation & troubleshoot Material Requisition Software.

- Managing of Alcatel Lucent IP & Analog Telephony.

- Configuration of Cisco Router & L3 Switch for Guest Conferences.

- Do Monthly, Quarterly and yearly IT Audit.

- Improved services of Mobile network in Hotel premises.
- Managed both Admin & Guest Network Structure.

➢ **Worked with Modwin Networks from July 2015 to Jan 2017 as Network Support Engineer (Hotel The Suraya).**

➢ **Worked with Sysnet Global from May 2014-Jan 2015 as Customer Support Engineer (UNITED BREWERIES PVT. LTD).**

➢ **Worked with K. G. Softech from Dec. 2012.-Jan. 2014 as Desktop Support Engineer.**

Strengths

- ❖ Excellent in supervising the existing solution.
- ❖ Able to work individual as well as in group.
- ❖ Good communication skills in written and verbal both.

Declaration

I hereby declare that all the information furnished above is correct & complete to the best of my knowledge and belief.

Date :
Place :   **(DEEPAK MUKHERJEE)**